Member Cancellation Form

This form is used to request a policy cancellation according the terms of the Member Benefit Agreement. This form must be filled out completely and signed by the Subscriber in order to properly process the cancellation request. Members that signed up through the Federally-Facilitated Marketplace (Healthcare.gov) will have to process termination through the Marketplace, in addition to completing and submitting this form.

SUBSCRIBER INFORMATION			
Last Name	**First Name**	**M.I.**	**Member ID#**
Mailing Address			**Date of Birth**
			/ /
City	**State**		**Zip Code**

Cancellation Date

As the Subscriber on the above described policy, I request to cancel my coverage effective:

- ☐ Last day of coverage month.
  If the request is received prior to the end of the current month, Health Options will try to accommodate this request.
- ☐ The last day of the month_____.
  Month, Year

If not specified, the policy termination date will be the end of the month in which the request was received.

Reason for Cancellation

Please check all that apply:

- ☐ MaineCare/Medicare Eligibility. (Please include proof of eligibility)
- ☐ Other Insurance obtained. Insurer:_____
- ☐ Moved outside of coverage area.
- ☐ Death of Subscriber. (Death certificate required)
- ☐ Other. (Please specify) _____

Refunds will be provided in the manner received. Refunds will be provided within 30 days of an approved refund request or effective date of cancellation.

ATTESTATION AND SIGNATURE		
I attest that the above information is true and accurate. I understand that any claims incurred after cancellation of this policy are not the responsibility of Community Health Options. For consumers that used the Federally-Facilitated Marketplace (FFM), I understand that I may have further responsibilities to cancel my policy through the FFM and Health Options will not fully process this cancellation until it receives confirmation of cancellation of policy from the FFM. I understand that a Special Enrollment Period (SEP) may be required for retroactive policy terminations and that SEP must be obtained from the FFM.		
Print Name	**Subscriber Signature**	**Date**
		/ /

Mail this completed form to: Enrollment and Eligibility, Community Health Options, Mail Stop 100, PO Box 1121, Lewiston, ME 04243. Or, Fax to: Community Health Options, (207-402-3745), Attn: Enrollment and Eligibility. Or, email a scanned copy to: Enrollment@HealthOptions.org . If you have questions, call Member Services (855-624-6463).

NON-DISCRIMINATION NOTICE

Community Health Options does not view or treat people differently because of their race, color, national origin, sex, age or disability. If you need help with any of the information we provide you, please let us know. We offer services that may help you. These services include aids for people with disabilities, language assistance through interpreters and information written in other languages. These are free at no charge to you. If you need any of these services, please call us at the number on the back of your member ID card.

If you feel at any time that we didn't offer these services or we discriminated based on race, color, national origin, sex, age or disability, please let us know. You have the right to file a grievance, also known as a complaint. If you need help filing a complaint, please contact Nancy Johnson, Assistant Vice President of Compliance and Regulatory Affairs at P.O. Box 1121, Lewiston, ME 04243; by telephone at 1-855-624-6463 TTY/TDD 711; by email at Compliance@HealthOptions.org; or by fax to 207-402-3318.

You can also contact the U.S. Department of Health and Human Services at the Office for Civil Rights at:

- Online: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
- Mail: U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
- Phone: 1.800.368.1019 or 1.800.537.7697 (TDD)
- Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

French ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-855-624-6463 (TTY/TDD: 711)	**Spanish** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-624-6463 (TTY/TDD: 711)	**Chinese** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-624-6463 (TTY/TDD: 711)。
Cushite XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-855-624-6463 (TTY/TDD: 711)	**Vietnamese** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-624-6463 (TTY/TDD: 711)	**Arabic** ة ظوحلم: اذإ ت نك ثد حتت ر كذا ة غللا، نإ ف تامدخ ةدعا سملا و غللاية ر فاوتت ك ل نا جملاب. ل صتا مقر ب 1-855-624-6463 م قر م كبلاو م صلا ه: TTY/TDD 711.
Cambodian, Mon-Khmer ប្រយ័ត ៖ េបើសិន អ កនិ យ ែខ រ, េស ជំនួ យែផ ក េ យមិនគិតឈ គឺ ច នសំ ប់បំេរ អ ក។ ចូរ ទូរស័ព 1-855-624-6463 (TTY/TDD: 711)។	**Russian** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-624-6463 (телетайп: 711)	**Tagalog** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1855-624-6463 (TTY/TDD: 711).
German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-624-6463 (TTY/TDD: 711).	**Thai** ีเยน: ถาคุณพดภาษาไทยคุณสามารถใชบรการชวยเหลอทางภาษาไดฟรี โทร 1-855-624-6463 (TTY/TDD: 711).	**Nilotic-Dinka** PIŊ KENE: Na ye jam në Thuɔŋjaŋ, ke kuɔny yenë kɔc waar thook atɔ̈ kuka lëu yök abac ke cïn wënh cuatë piny. Yuɔpë 1-855-624-6463 (TTY/TDD: 711).
Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-624-6463 (TTY/TDD: 711)번으로 전화해 주십시오.	**Polish** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-855-624-6463 (TTY/TDD: 711).	**Japanese** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-624-6463（TTY/TDD: 711）まで、お電話にてご連絡ください。